



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY



**WINNING  
BIG** for Our Community

**YMCA OF CENTRAL MASSACHUSETTS  
2021 ANNUAL REPORT**

## DEAR FRIENDS,

Undoubtedly, the history books will describe 2021 as the pivotal year in the fight against the coronavirus. The vaccine became available, children returned to school, holiday celebrations resumed and our collective adjustment to a “new normal” revealed a glimpse of life as we once knew it.



The YMCA will also tell our historic story.

As an organization, we built bridges, fed many, served all, acted as servant leaders, functioned in alignment with our mission and strategic imperatives—to be an employer, charity of choice and community partner in Central Massachusetts. We demonstrated during these very moments that this was what our YMCA, as a community organization, was built for.

We have been intentional and spirited in our actions. We, as staff, volunteers and partners, did not let fear or the enormity of the challenge get in our way. We depended upon one another, trusted one another, held one another accountable, learned from one another, leaned on one another, appreciated one another and celebrated one another. Through it all, we deepened our respect and admiration for one another. And together, we built a stronger community for all.

This year’s Annual Report highlights several programs that made an important difference in 2021. This work—and more—could not have been achieved without a strong, dedicated, and in these times, resilient team. We are so grateful to our tremendous staff, dedicated volunteers, generous donors and committed members who will forever be part of this incredible story.

With great appreciation,

A handwritten signature in black ink, appearing to read "D Connell".

David Connell  
President and CEO

A handwritten signature in black ink, appearing to read "Polly".

Polly A. Tatum, Esq.  
Chair, Board of Directors

## TEEN SPOTLIGHTS: THE IMPACT OF OUR YOUTH DEVELOPMENT EFFORTS



When George's middle school teacher suggested he join the Greendale YMCA's Leaders Club, he didn't think it was a bad idea. He was looking for help with his homework, and he wanted to learn how to swim. Little did he know that this was the

very beginning of his journey to adulthood.

George found a whole new world at the Y with opportunities galore to volunteer, build relationships and develop invaluable skills to help him secure his first job. At every turn, he could be found working with Y staff, meeting members as they checked in or helping his peers with their homework—the very reason that brought him to the Y. These experiences would prove to be the foundation of an exciting opportunity for George in the summer of 2020, when he enrolled in the branch's job readiness and life skills workshop series. He excelled so much that staff considered him to be one of the exemplary teens in Camp Greendale on Indian Lake's Leadership Development Program.

The following June, George got his first shot at a paid summer position working in multiple Y departments, including IT where he utilized his computer skills and facilities where he learned to paint. The best life lesson—one he practices every day—is that hard work pays off. After a successful summer experience, the Y hired George in the Welcome Center where he continues to use the skills that he acquired during his time in the Leadership Development Program. By all accounts, George is well on his way to a successful career!

When you ask Eli, a junior at Fitchburg High School, how he spends his afternoons, the list is quite extensive. However, there is one common factor: it all takes place at the Montachusett Community Branch YMCA. Whether he is swimming, volunteering in the Teen Center, playing basketball or engaged in the Achievers program, Eli is well known to staff, his peers and the children he mentors.

To say that Eli is wise beyond his years is an understatement. Referring to helping younger kids with their homework or teaching them how to use the weights in the youth wellness area, he says, "They look up to us and we need to be a good influence. I think it's important to be a positive role model. They talk to us and share a lot because they know we've been there and understand what they're going through." He prides himself on lending a helping hand or a listening ear; so it's no wonder that kids gravitate towards him!

Eli is very quick to praise Angaw Kahassai, Senior Program Director, as his inspiration. "Even when we are great at something, Angaw reminds us that there is always something more to learn," he says. He is a trusted leader at the branch and teens know that, above all else, he always has their best interest at heart. And with a smirk, Eli confirms that Angaw can hold his own on the basketball court.

Eli loves to write, and with college on the horizon, he wants to study English.

The Achievers Program has been helpful in exploring different opportunities and preparing him for life beyond high school. We may be slightly biased at the Montachusett Community Branch, but we think any college would be lucky to have him!



# PICKLEBALL: GOOD FOR THE HEART, GOOD FOR THE SOUL



Surely, the pandemic has left an indelible mark on our lives and sometimes remembering “life before COVID-19” takes a little work. Unless you’re Brian Riley.

Brian had a cardiac event at the YMCA on Friday, December 13, 2019, following a pickleball game in which his heart stopped. With the immediate intervention of three YMCA staff who used an AED, his heart restarted and they continued CPR until the Westborough Rescue Squad arrived. Naturally, hospitalization, cardiac rehab and doctor’s appointments ensued, and three months later, so did a worldwide pandemic.

The YMCA has always been a part of Brian’s life, from a young child at the Cambridge Y, to lunch-time workouts at the Hockomock Y throughout his career and now—upon his retirement—he calls the Boroughs Family Branch his home. So of course, Brian’s recovery and long-term plan to maintain his

health has taken place where he feels safest and has developed terrific friendships with fellow pickleball players.

That’s right, pickleball—the fastest growing sport in the United States—is Brian’s passion, but you can find him in places other than the court, like walking the track or strength training in the Wellness Center. You could say healthy living is a family affair: his wife, Carol, is an active participant in a variety of senior programming, and his daughter, Heather, is a fellow pickleball enthusiast.

And the Rileys are not alone! In 2021, over 5,200 active older adults relied on one of our six branches



**Brian with Chelsea Seresin and Chris Perreault who used their life-saving skills when Brian needed it most.**

to stay strong in spirit, mind and body throughout the pandemic. Surely, 2022 is looking bright and Brian’s health—and pickleball skills—are at the top of their game!

# PROTECTING OUR COMMUNITY, ONE VACCINE AT A TIME



**15** equity vaccine clinics held in Worcester County

**4,544** vaccines administered



**2,500+** appointments made for community members

“ It has truly been an honor to work with the Y and take care of our communities. With their support, we brought not only vaccinations and information to individuals, but the Y helped bring people together because they are a trusted entity in our community. I remember the highest number we ever vaccinated was at the Central Community Branch which was close to 700 people in one day. We are grateful for this amazing partnership and the Y’s commitment to the community.”

— Matilde Castiel MD, Commissioner of Health and Human Services, City of Worcester

## IT'S A MATTER OF TRUST

Over the past 22 months, our YMCA—and our community—has been transformed. From the onset of this historic public health crisis, our dedicated team mobilized, prioritized resources, raised unprecedented charitable dollars and executed a multifaceted youth development plan that dispatched critical services to children and families. From instituting emergency childcare at four sites, to establishing five remote learning centers, to creating seven innovative summer camps at the height of the pandemic, we became adept at developing and delivering quality programs at a moment's notice. And frankly, we were not only good at it, we were great. Sarah Levy, Director of Childcare Services at our Central Community Branch, a leader in this extraordinary work, shares some insights as to the contributing factors to our organization's success.

"For so many children and their parents this past year, the Y provided much-needed stability," said Sarah. "Things were changing by the moment and when we were given any new guidance, we immediately integrated it into our programs, causing the least amount of disruption possible." The pandemic wreaked havoc on many segments of the community, especially its youngest members. A global study by Save the Children revealed the hidden impacts of pandemic response measures that are significantly influencing children's health, nutrition, education, learning, protection, well-being, family finances and poverty. For the most marginalized and deprived children, those impacts have the potential to be life-altering and possibly devastating. Sarah, along with her colleagues across the Association, worked hard to combat these negative long-term effects.



It has certainly been a whirlwind for our youth development professionals. "Our team consistently advocated for not what was helpful, but for what was urgently



needed," Sarah said. When children needed food because schools were closed and the free/reduced lunch program was not accessible, the Y utilized our vans and created an easy mechanism to deliver food to their homes. When families did not have reliable internet, devices or childcare to stay at home and participate in online learning, parents found a safe learning environment at the Y. What would have caused stress and widespread fear, was alleviated by a trusted source—staff who understood the toll it took on children and matched programming to support families and their unique needs. "Families knew that regardless of the uncertainty of the pandemic, they could depend on their YMCA. They trusted us when trust was in short supply because of the deep relationships we have built over time," Sarah asserted. They were willing to let us take the lead, to be the risk-takers, to demonstrate courage—for them—knowing that we would bring forth the best plan possible.

Of course, there is a tremendous responsibility that accompanies this level of faith. "It was like taking care of one big extended family. You know everyone so well, understand their needs, what will work and what won't," Sarah reflected. Fortunately, our youth development team combined their skills with compassion which ended up being a critical calming factor that assisted so many families during those difficult times. On behalf of a grateful community, we want to thank Sarah and all the other superheroes who held those little hands, assured parents, worked with teachers, packed healthy bags of groceries and so much more. We will always remember that we endured these life-changing moments in history—

# LIVESTRONG AT THE Y: CELEBRATING SURVIVORSHIP 2021



Dr. Switzer shared his insights on the impact of the pandemic on cancer survivors.

The conversation started this way: “It’s GREAT to see you again—in person!” or “Wow, I have really missed you!” and then there was, “Zoom is good—but nothing beats standing next to you!”

Our first Association event since the onset of the pandemic was held in person at the Boroughs Family Branch on October 26, 2021,

in support of our signature LIVESTRONG® at the Y program. Seeing nearly 100 program participants, Mission Partners, alumni, YMCA staff, caregivers and other supporters come together reminded us why this program—and our ongoing work with cancer survivors—is so important. It’s one thing to talk about the power of LIVESTRONG® at the Y; it’s entirely different to look around and see the countless people impacted and hear incredible stories of courage, determination and resiliency.

We were honored that Dr. Bradley Switzer, Chief of Hematology/Oncology at Reliant Medical Group, served as our guest speaker and is one of our largest supporters in referring patients to this program. He described how vital support services, like LIVESTRONG® at the Y, are in the wake of COVID-19 and the immense amount of work it takes to heal the body following treatment. His words only



Eileen Pinchuck with Todd Tallman from Cornerstone Bank who served as Presenting Sponsor.

affirmed the importance of keeping the program accessible to all.

We are extremely grateful to Cornerstone Bank who served as the Presenting Sponsor, along with other Mission Partners who supported this annual event. Through the generosity of sponsors and the evening’s donors, we collectively raised over \$65,000 to continue to deliver LIVESTRONG® at the Y at no cost to cancer survivors throughout Worcester County.

*“It’s never a good time to go through cancer—during a pandemic added a whole new level of challenge. The bonds I formed during LIVESTRONG® at the Y were so strong; invaluable friendships I maintain to this day. It is great to know that cancer survivors can turn to the Y regardless of their financial situation. This program is a godsend!”*

Kim Mercanti, program participant



David Connell, President and CEO, with Judy Maynard, and son, Robert who spoke emotionally about the important role of caregivers.



It was a wonderful evening for cancer survivors, caregivers and YMCA staff!

# FINANCIAL REPORT

## Statement of Financial Position as of September 30, 2021

### Assets

Cash	\$5,440,259
Accounts Receivable	\$1,090,489
Prepaid Expenses	\$49,230
Pledges Receivable (net)	\$31,403
Government Grant Receivable	\$1,059,238
Investments	\$14,493,020
Property and Equipment (net)	<u>\$36,892,114</u>
<b>Total Assets</b>	<b><u>\$59,055,753</u></b>

### Liabilities

Accounts Payable	\$497,730
Accrued and Other Liabilities	\$1,504,677
Deferred Revenue	\$604,299
Long-Term Debt	\$17,395,666
Capital Lease Obligations	<u>\$29,193</u>
<b>Total Liabilities</b>	<b><u>\$20,031,565</u></b>

### Net Assets

Without Restrictions, Undesignated	\$24,099,026
Without Restrictions, Board Designated	\$9,382,973
With Donor Restrictions	<u>\$5,542,189</u>
<b>Total Net Assets</b>	<b><u>\$39,024,188</u></b>

**Total Liabilities & Net Assets** **\$59,055,753**



For questions, please contact Julio Acero-Nali, Vice President of Finance/CFO, at 508-755-6101, ext. 9249 or jacero@ymcaofcm.org.

## Statement of Activities for the Year Ended September 30, 2021

### Operating Activities

Contributions	\$1,227,731
Government Contracts/Grants	\$7,892,750
Government Pandemic Relief	\$6,568,878
Early Education Grants	\$292,739
Endowment Designated for Operations	\$501,500
United Way	<u>\$777,025</u>
<b>Total Public Support</b>	<b><u>\$17,260,623</u></b>

Membership	\$4,187,868
Program Fees	\$2,653,775
Rentals, Merchandise & Vending	<u>\$387,928</u>
<b>Total Operating Revenues</b>	<b><u>\$7,229,571</u></b>

**Total Public Support and  
Operating Revenues** **\$24,490,194**

Program Services	\$16,234,369
Management & General	\$2,992,154
Fundraising & Special Events	<u>\$320,672</u>
<b>Total Operating Expenses</b>	<b><u>\$19,547,195</u></b>

**Changes in Net Assets from  
Operating Activities Before  
Depreciation & Amortization** **\$4,942,999**

Depreciation & Amortization \$2,214,094

**Changes in Net Assets from  
Operating Activities** **\$2,728,905**

### Non-Operating Activities Gains and (Losses)

Capital Campaign Contributions	\$34,907
Net Investment Return	\$2,919,734
Endowment Designated for Operations	\$(501,500)
Loss on Interest Rate Swap Agreement	<u>\$3,114,437</u>

**Changes in Net Assets from  
Non-Operating Activities** **\$5,567,578**

**Changes in Net Assets** **\$8,296,483**

**Net Assets, Beginning of Year** **\$30,727,705**

**Net Assets, End of Year** **\$39,024,188**

The YMCA of Central Massachusetts' 157th Annual Meeting & Volunteer Appreciation event was held on April 27, 2021. While we missed the opportunity to gather in person, following our annual business meeting, we were honored to recognize and celebrate the recipients of the George I. Alden and Strengthening Foundations of Community Awards.

## GEORGE I. ALDEN AWARDS

### 2020 Recipient: Polly A. Tatum, Esq.

Polly Tatum joined the Board of Directors at the YMCA of Central Massachusetts in 2014. Her volunteer resumé is extensive and spans decades. From mentoring young people to coaching girls basketball teams to being named President of the Worcester County Bar Association, her contributions have impacted thousands of individuals in this community. Polly's success as a volunteer at the Y can certainly be attributed to the variety of skills she possesses, the relationships she has built and her organic understanding of our community.



The Y is certainly the beneficiary of Polly's commitment to leaving something better than she found it. In her seven-year tenure, a significant amount of Polly's work has focused on strengthening the Y's infrastructure. Her active participation in the Governance, Visioning, Executive and Institutional Advancement Committees has fortified our foundation and further defined our long-term sustainability. Thoughtful engagement is critical as it ensures diverse volunteer recruitment, access to programs and services for populations who feel excluded and relevance and connectivity to the needs of the nearly 70 communities we serve in the Heart of the Commonwealth.

It is easy to marvel at Polly's hard work and dedication. However, it is her desire to serve, to be a role model to our youth and to continue to deliver our cause to all is what we admire and celebrate. In this spirit, we were honored to present Polly Tatum with the 2020 George I. Alden Award.

### 2021 Recipient: Scott Grieco

Scott Grieco joined the Board of Directors in 2017 and within a year was tapped to join Polly Tatum as Vice-Chair of the 2018 Annual Campaign. He went on to lead the 2019 Annual Campaign, where he worked in partnership with other volunteers and staff to exceed a \$1,000,000 goal. Fast forward to 2020; after the launch of the campaign on February 13th, the pandemic halted an exciting year of plans to raise even more dollars in support of the Y's mission and cause. We swiftly changed course and created a compelling case for essential services, such as emergency child care and home meal delivery programming during this historic public health crisis.



The response from individual donors, private and community foundations, businesses and mission partners was humbling, raising over \$4 million in 2020 and affirming the confidence in our organization and our services. Scott led the planning of two signature initiatives, the 30th Annual Golf Classic and the LIVESTRONG at the Y Celebrating Survivorship event, which raised over \$100,000. Both programs provided the opportunity to tell our story and impact, something that Scott valued and held high as critical tenets of the Annual Campaign.

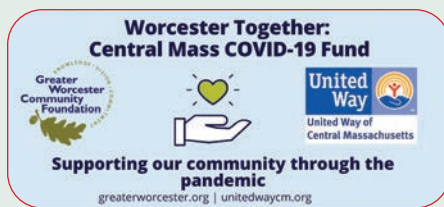
Scott is active on other board-level committees such as Visioning and the Central Community Branch Task Force. He is an asset to these working groups who proactively consider the short and long-term goals of our branches and the Association. Scott embodies the Y's core values of caring, honesty, respect and responsibility by his words, and, more importantly, by his actions. For his immense contributions, commitment to community and strong belief in the power of the Y's cause, we proudly presented him with the 2021 George I. Alden Award.



## STRENGTHENING FOUNDATIONS OF COMMUNITY AWARD

### Proudly Presented to Worcester Together

In response to COVID-19, community leaders from the Greater Worcester Community Foundation and the United Way of Central Massachusetts, joined by generous donors and in collaboration with the City of Worcester, launched Worcester Together.



For organizations like the YMCA of Central Massachusetts, which rely on a combined revenue base of membership

and philanthropic dollars to provide a wide range of services, the pandemic could have had devastating effects. Fortunately, support from the Worcester Together Fund enabled us to provide essential services such as emergency child care, food programming and remote learning hubs throughout Worcester County.

During our most challenging days, support from the Worcester Together Fund made the difference in being able to expand our services and to meet growing community needs. The more services we provided, the more services that were needed. The Y's Emergency Child Care programs in Worcester filled to capacity, requiring us to expand our license to accommodate more children. The Home Meal Delivery Program was initiated in response to the staggering spike in food insecurity rates in Worcester and the challenges to accessing fresh fruits and vegetables.

Undoubtedly, this community owes our colleagues at the United Way of Central Massachusetts and the Greater Worcester Community Foundation a debt of gratitude for leading in the most challenging of



With great confidence, Jack Foley passes the gavel to Polly Tatum, the 64th Chair of the Board of Directors of the YMCA of Central MA.

times, advocating for one and all, listening to all voices and being there simply to remind us that we will get through this, together.

## Fighting Food Insecurity throughout the Region

**777,364** meals were served to children and teens in YMCA programs throughout Worcester County in 2021.

**2,000** meals each month were prepared and distributed by volunteers at the Montachusett Community Branch to adults in need in the Fitchburg community.

Ingredients for **6,382** meals were packaged which fed **2,139** families through the "What's for Dinner" program at the Tri-Community Family Branch.

**2,000** pounds of food has been collected and donated to the Westborough Food Pantry.

The YMCA is grateful to every donor that invests in our cause and helps us achieve meaningful impact throughout Worcester County. Together, we are making a real and lasting difference.

## **\$1,000+ Donors**

Derrick & Kimberly Anderson  
Nelson & Sylvia Ball  
Lisa Banks  
Kevin & Lori Bastien  
Dr. & Mrs. Anthony Benison  
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## **Program Grants, Foundation & Corporate Support**

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Webster Five Foundation  
Worcester County District Attorney's  
Office  
Workers Credit Union  
Wyman-Gordon Foundation  
YMCA of the USA

## Donor Designated Funds

Robert & Nancy Kimball Youth  
Leadership Fund  
William F. Sullivan, Sr. Fund  
Susan B. Woodbury Youth at Risk  
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## 31st Annual YMCA Golf Classic

### Tournament Sponsors

Cornerstone Bank  
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### Platinum Sponsor

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### Gold Sponsor

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## LIVESTRONG® at the YMCA Celebrating Survivorship

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Tony Ngo

## Tri-Community Family Branch 43 Everett Street Southbridge, MA 01550

### Board of Governors

Robert Caprera  
Lismarie Collazo  
Ronald Cooper  
Shirley Faucher  
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David Keller  
Paul Murphy  
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Alan Peppel  
Debra Savoie  
Erika Travinski  
Chris Wszolek

Brendan Murray  
Alan Peppel  
Debra Savoie  
Jeff Tasse  
Erika Travinski  
Chris Wszolek

## YMCA Leadership Association Service Center 766 Main Street Worcester, MA 01610 [www.ymcaofcm.org](http://www.ymcaofcm.org)

## Association Leadership

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President and CEO  
Julio Acero-Nali  
Vice President of Finance/CFO

Lori Bastien  
Vice President/Chief  
Membership Marketing  
Officer

Glenn Juchno  
Vice President Property & Risk  
Management Development

Betsy Moquin  
Vice President—People  
Practices

Eileen Pinchuck  
Vice President of Philanthropy

Pamela Suprenant  
Vice President of Youth  
Development & Community  
Services

Doris Harrison  
Executive Director of IT &  
Project Management

Jeff Laliberte  
Executive Director, Boroughs  
Family Branch

Fabiola O'Donnell  
Executive Director of Human  
Resources

Barbara Perotto  
Executive Director of Finance/  
Controller

Christina Puleo  
Executive Director, Greendale  
Family Branch